



IOT Incident Management Report

January 2017



Customer Service Area		Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate		90% of Calls Resolved by Customer Service	3,940	3,683	93.5%
HelpDesk Assistant Response Rate		98% Response within 1 IOT Business Hour	8,710	8,699	99.9%
User Sampling Survey		95% of Reports: 'Meets' to 'Outstanding'	2055	1989	96.8%
GMIS		80% of Calls Resolved within 24 IOT Bus Hrs	1092	1009	92.4%
Resolution Of Incidents On Time		90% of Calls Resolved On Time	14052	13457	95.8%
Account Management	Resolved within 8 IOT Business Hours	7758	7626	98.3%	
Applications	Resolved within 16 IOT Business Hours	2687	2479	92.3%	
Data Management	Resolved within 32 IOT Business Hours	416	398	95.7%	
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	254	220	86.6%	
Hardware	Resolved within 40 IOT Business Hours	1893	1787	94.4%	
Network	Resolved within 40 IOT Business Hours	90	80	88.9%	
Operating System	Resolved within 24 IOT Business Hours	124	117	94.4%	
Telecomm	Resolved within 16 IOT Business Hours	600	527	87.8%	
Unified Communications	Resolved within 16 IOT Business Hours	230	223	97.0%	
Account Managment					
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	1089	1087	99.8%	
New Network Account Requests	99.0% Created within 2 IOT Business Days	1932	1925	99.6%	
Field Operations					
New Workstation Installations	98.0% Installed within 5 IOT Business Days	60	59	98.3%	
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	559	523	93.6%	
Customer Service Area		Target	Calls	Compliance	
Call Abandonment Rate	Less than 5% Abandonment		9,078	2.3%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,762	89.9%	
Network Availability		Target	Devices	Compliance	
CAN	99.9% within IOT Business Hours		-	99.9%	
Switch	99.9% within IOT Business Hours		-	99.8%	
VPN	99.9% within IOT Business Hours		-	100.0%	
WAN	98.9% within IOT Business Hours		-	99.9%	
Overall Average Mainframe Availability				99.9%	
DB2 Connect	99.9% within IOT Business Hours		-	99.9%	
IBM Mainframe	99.9% within IOT Business Hours		-	99.9%	
IMS Region	99.9% within IOT Business Hours		-	99.9%	
Overall Average Windows, Linux Server Availability			2,103	99.3%	
Citrix (Farm)	99.9% within IOT Business Hours		194	100.0%	
Email (Farm)	99.9% within IOT Business Hours		24	100.0%	
Shared File	99.9% within IOT Business Hours		1,030	98.9%	
SQL / Oracle	99.9% within IOT Business Hours		214	99.8%	
Web / Applications	99.9% within IOT Business Hours		641	98.0%	